

# EMERGENCY SERVICES OF DOOR COUNTY



*It is the mission of Emergency Services of Door County to assure readiness and response to everyday emergencies and county crisis situations with an excellence in care that our residents and visitors have come to respect.*

# EMERGENCY SERVICES OF DOOR COUNTY



Presented by

Brandon Schopf EMT-P

# EMERGENCY SERVICES OF DOOR COUNTY



**What is Emergency  
Medical Services?**

# EMS CONCEPTS

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- The delivery of EMS is designed to ensure appropriate and reasonable medical care and transportation for the sick and injured.
- EMS systems must be designed to rapidly deploy the right resources when initial information regarding the nature of the illness or injury suggests a reasonable probability that a potentially serious condition exist.**

# EMERGENCY SERVICES OF DOOR COUNTY



## History and Overview



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- **2004 – The Sister Bay ambulance station moves “in-house”**



# OVERVIEW

- **DCES is a municipal based “third service,” governed by the Door County Board. The service is directed by Eric Christensen and overseen by the Emergency Services Committee.**

# OVERVIEW

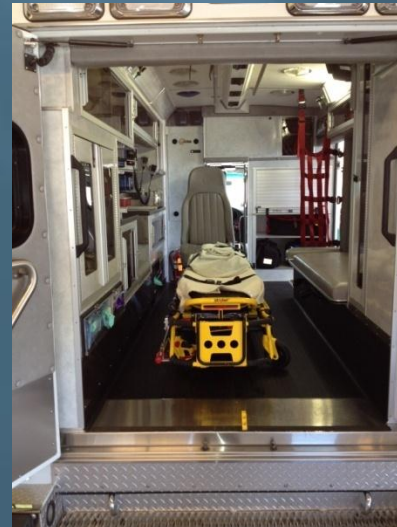
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- Responsibilities – Response to medical 911 calls, medical support for fire operations, tactical medical support for Door County SWAT and education of the public on matters concerning emergency medical care and transport.**

# OVERVIEW

- Call Volume – approximately 2100 -2200 calls a years
  - Average yearly increase of 3-5%
- Units – 7 ambulances responding out of 4 stations
- Personnel - 1 Service Director/EMT Paramedic, 12 full time EMT Paramedics, 6 casual call Paramedics, 55 part time EMT Basics and over 200 Emergency Medical Responders



# BY THE NUMBERS

- Cases – 2158
- Contacts – 2444
  - Transports - 1538
  - No Transports (Cancelled, Standby, Treat-Release, etc.) – 906
- Average Patient Age – 63
- Dispatch Complaints
  - Illness (incl. chest pain, stroke, respiratory) - 1391
  - Trauma – 480
  - Traffic accident – 171
  - Fall – 146
  - Unknown Problem/Man Down – 48
  - Standby/cancelled, unknown code - 208

670/650

City/Township	# of Runs	% of Runs
Brussels	49	2.00%
Brussels (Town of)	53	2.17%
Union (Town of)	47	1.92%
Gardner	98	4.01%
Forestville	32	1.31%
Forestville (Town of)	28	1.15%
Maplewood	11	0.45%
<b>Total</b>	<b>318</b>	<b>13.01%</b>

650

City/Township	# of Runs	% of Runs
Clay Banks (Town of)	10	0.41%
Nasewaupee	86	3.52%
Sturgeon Bay	817	33.43%
Sturgeon Bay (Town of)	63	2.58%
Sevastopol	138	5.65%
<b>Total</b>	<b>1114</b>	<b>45.59%</b>

650/680

City/Township	# of Runs	% of Runs
Carlsville	21	0.86%
Egg Harbor (Town of)	82	3.36%
Egg Harbor	48	1.96%
Jacksonport (Town of)	30	1.23%
Jacksonport	15	0.61%
<b>Total</b>	<b>196</b>	<b>8.02%</b>

680

City/Township	# of Runs	% of Runs
Fish Creek	60	2.45%
Gibraltar (Town of)	125	5.11%
Baileys Harbor (Town of)	67	2.74%
Baileys Harbor	30	1.23%
Ephraim	33	1.35%
Liberty Grove (Town of)	216	8.84%
Sister Bay	159	6.51%
Ellison Bay	6	0.25%
Gills Rock	2	0.08%
Washington (Town of)	81	3.31%
<b>Total</b>	<b>779</b>	<b>31.87%</b>



# FUNDING

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- EMSDC has it's own billing department that processes and collects payments from Medicare/Medicaid, insurance companies and individuals when there is no payer.**

# COST VERSUS VALUE

- In 2012 the cost to provide Paramedic level care to the property owner's of Door County was \$0.23 per \$1000 of assessed property value.
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- **The Emergency Medical Responders (EMRs) are currently volunteers that in some cases are compensated for time and expense if they choose to respond. A typical compensation is \$20 per call.**

# EMERGENCY SERVICES OF DOOR COUNTY



## Levels of Service



# TIERED SYSTEM

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- All responders work under medical protocols approved by the State of Wisconsin and a Medical Director.



# EMERGENCY MEDICAL RESPONDER (EMR)

- Emergency Medical Responder (EMR)
  - Next door neighbor
  - Associated with the local fire department
  - Completed 72 hours of training
  - Trained in first aid, CPR and Automated External Defibrillation



# EMT – BASIC

- Used for the transport of “Basic” level patients
- Completed 144 hours of training
- Trained in Splinting, some medications including the Epi-pen, CPR and Automated External Defibrillator.





# EMT – PARAMEDIC

- Paramedics are used for the primary transport of emergent patients.
- Completed around 1200 hours of training including ACLS, PALS, and other continuing education
- Trained in the use of many medications and procedures including, advanced and surgical airways, manual defibrillation and external cardiac pacing.



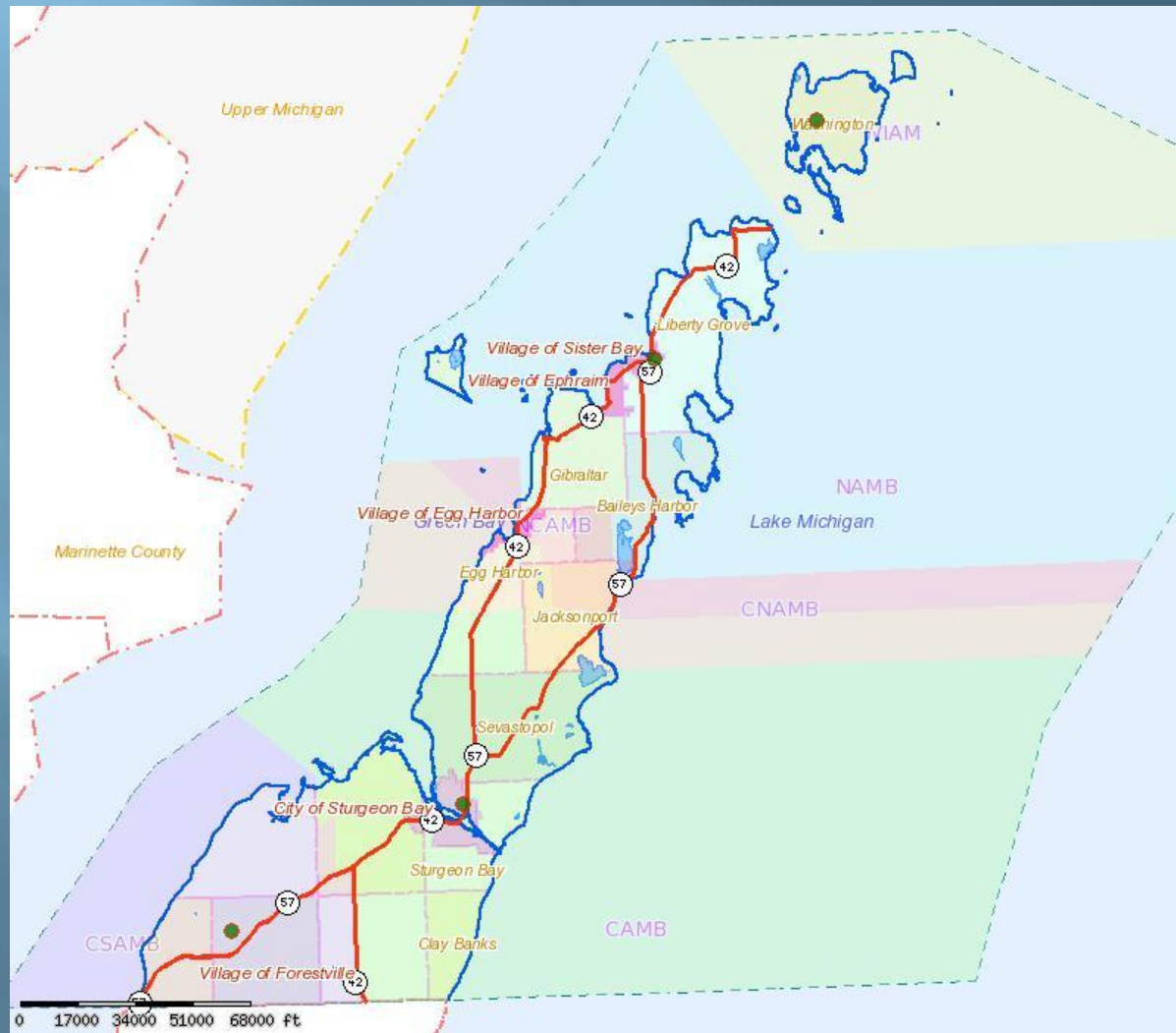


# EMERGENCY SERVICES OF DOOR COUNTY



## Stations and Staffing

# STATIONS AND STAFFING



# AVAILABLE STAFFING

- Brussels (South) – 1 ambulance, 2 on call EMT-B
- Sturgeon Bay (Central) – 1 ambulance, 2 in-house Paramedics
- Sister Bay (North) – 1 ambulance, 2 in-house Paramedics
- Washington Island – 1 ambulance, all call with EMT-B
- Backup Calls – Staffed by all call

# SOUTH STATION

- Call sign - 670
- Stationed at Brussels-Union-Gardner Fire station
- One BLS level ambulance, staffed 24/7 with paid on call EMT-Basics

# CENTRAL STATION

- Primary call sign – 650 Back up call sign - 620
- Station is located in Sturgeon Bay on 18<sup>th</sup> Ave., next to the hospital.
- Two ALS level ambulances
- One ambulance is staffed 24/7 “in-house” with 2 Paramedics
- This station also houses management and billing.



# NORTH STATION

- Primary call sign – 680 Back up call sign - 640
- Station is located in Sister Bay on Mill Road, attached to the Sister Bay/Liberty Grove Fire Station.
- Two ALS level ambulances
- One ambulance is staffed 24/7 “in-house” with 2 Paramedics.





# WASHINGTON ISLAND STATION

- Call sign - 630
- Stationed at the Washington Island Fire station on Airport Road.
- 2 BLS level ambulances
- One BLS level ambulance, staffed 24/7 with paid on call EMT-Basics



# EMERGENCY SERVICES OF DOOR COUNTY



**When you call 911**



# EMERGENCY!!!

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  - Age and gender of the patient
  - Chief Complaint
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  - **Bystander CPR**
  - **Heimlich Maneuver**
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- **Prepare for EMR and ambulance arrival**
  - **Control pets**
  - **Turn lights on the porch**
  - **Patient's medications or medication list**



# EMERGENCY SERVICES OF DOOR COUNTY



**Why you call 911**

# TRAUMA

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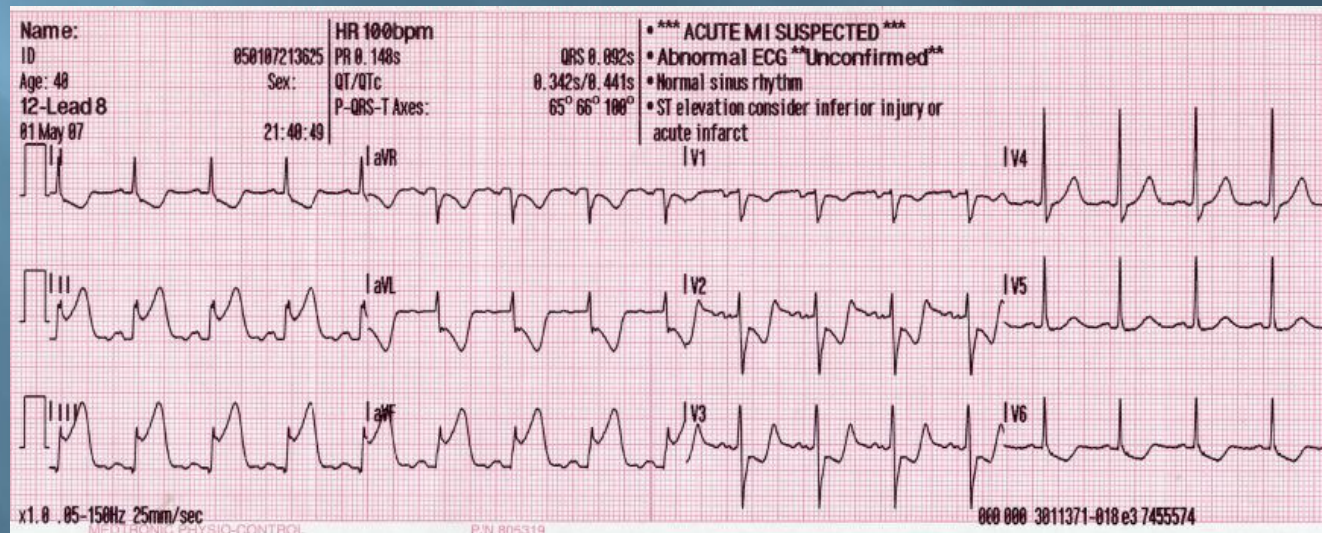
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- Treatment is based on the injury type and severity
- **Transport decisions based on:**
  - **Extent of the injuries**
  - **Mechanism of injury**
  - **Distance from appropriate medical destination**
  - **In *severe* trauma mortality is decreased by 25% when at a level 1 Trauma center**

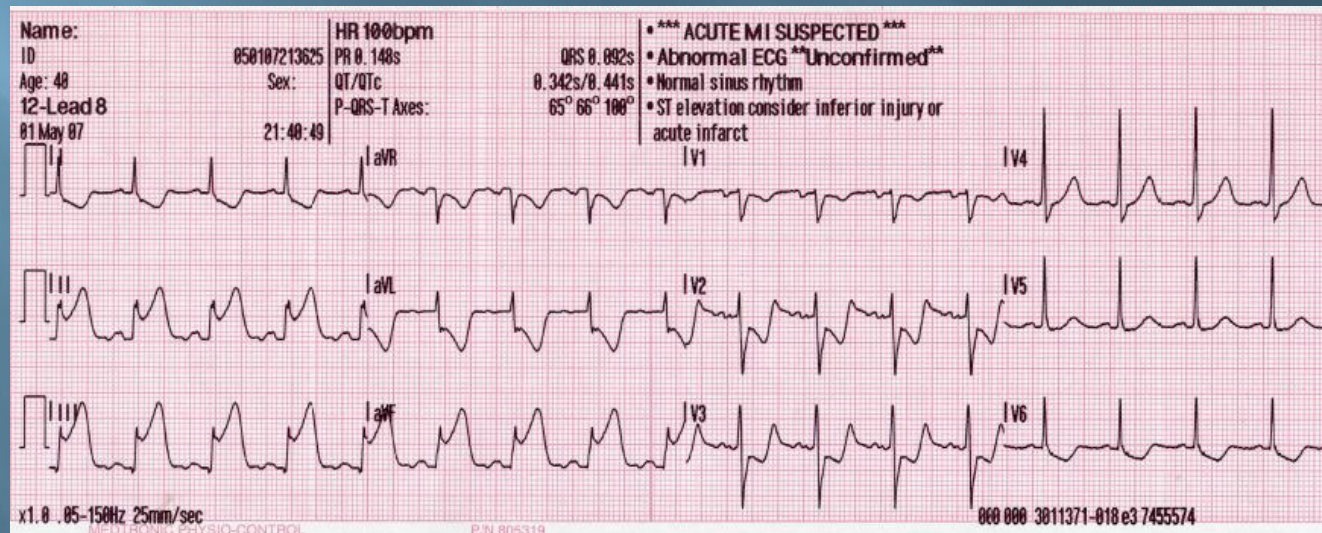
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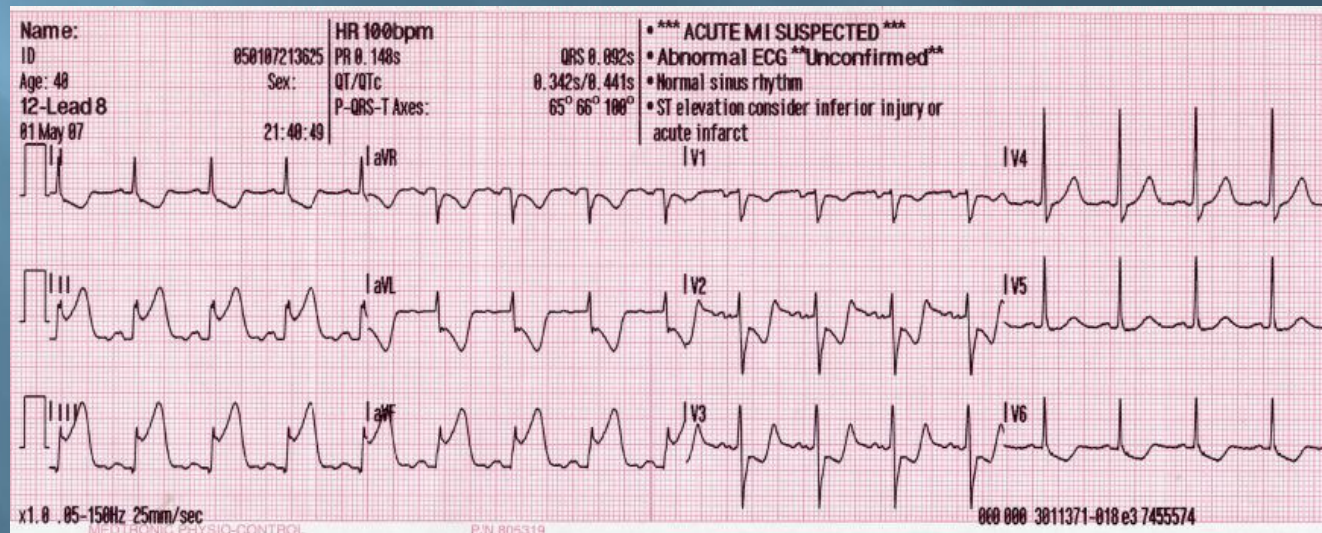
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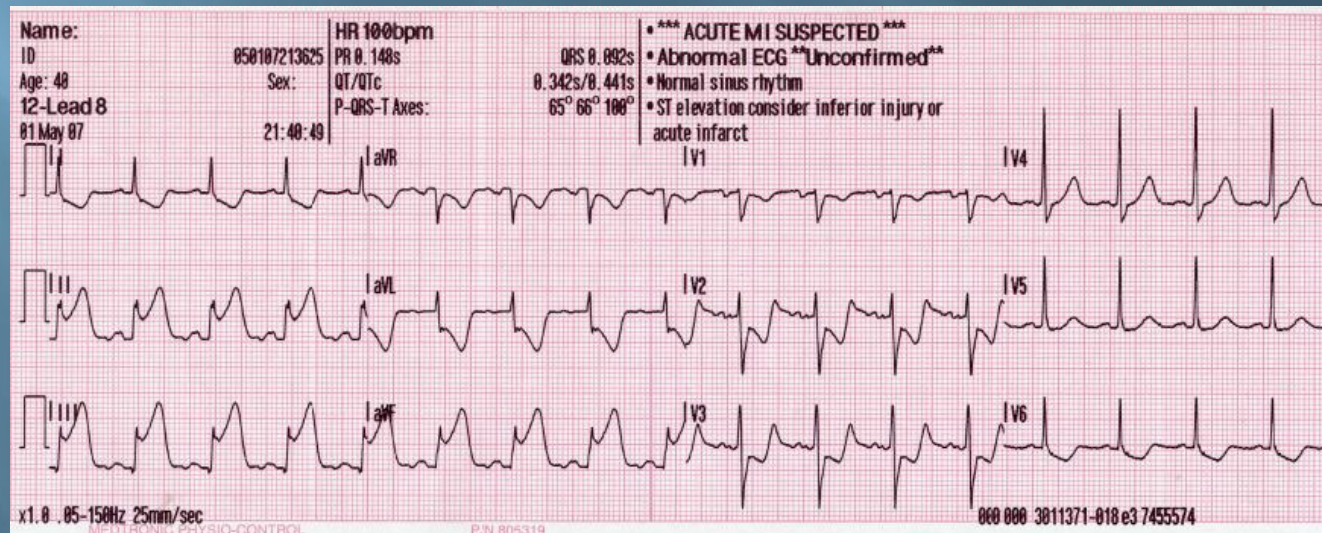
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  - Treatment includes oxygen, sublingual nitroglycerine, aspirin, narcotic analgesic





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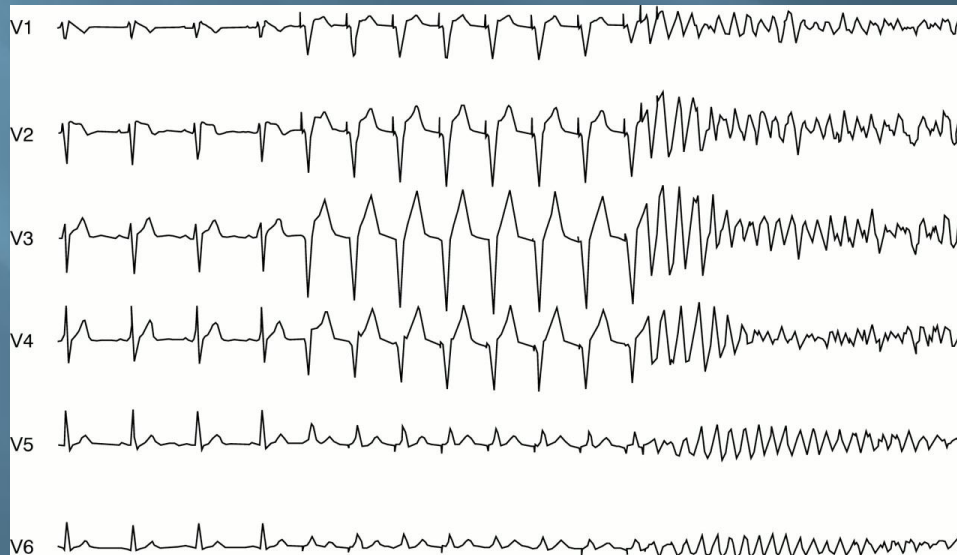
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  - Treatment – treat the reason if known, oxygen, nitroglycerine, morphine, CPAP, intubation



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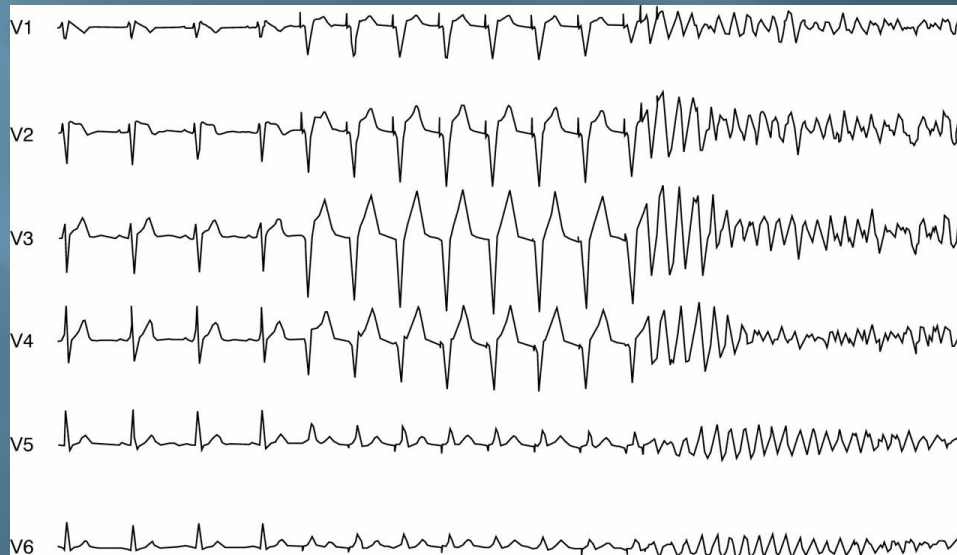
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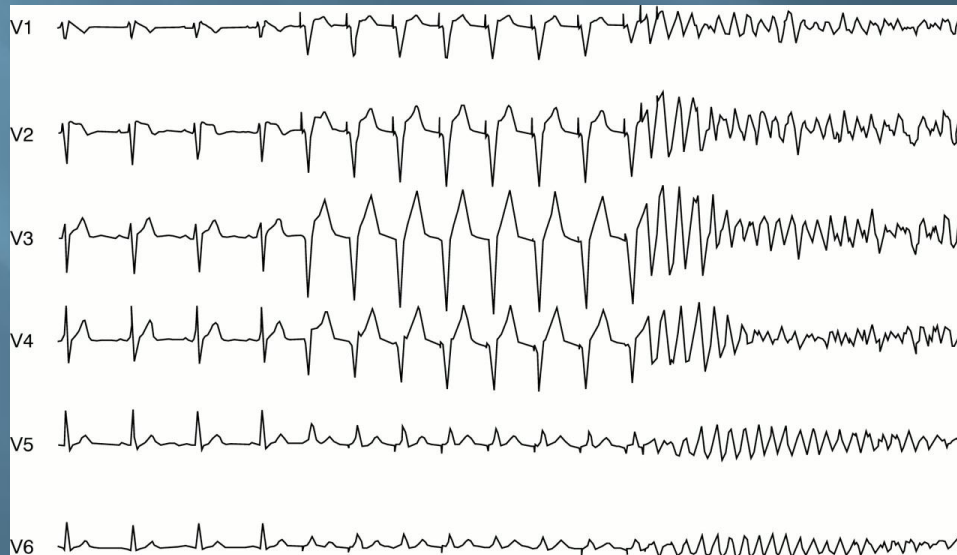
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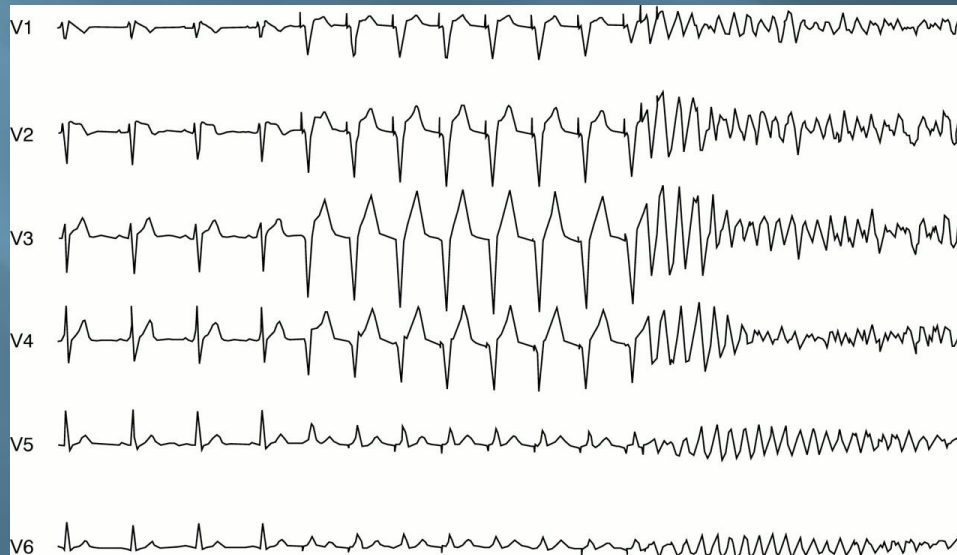
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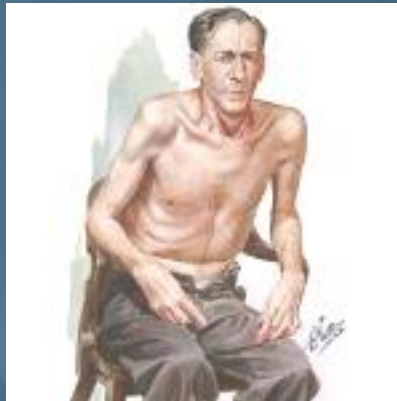
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- Atrial fibrillation can lead to CVA if not treated timely and properly
- Treatment – Identify and fix the arrhythmia. Drugs, pacing, cardioversion, defibrillation, support.





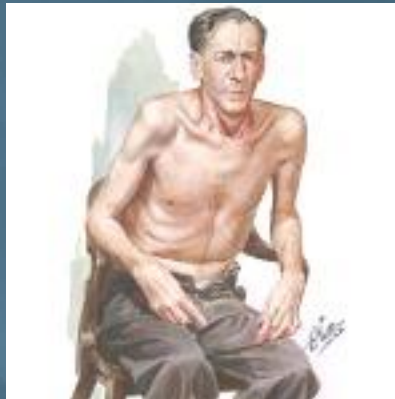
# PULMONARY CONDITIONS

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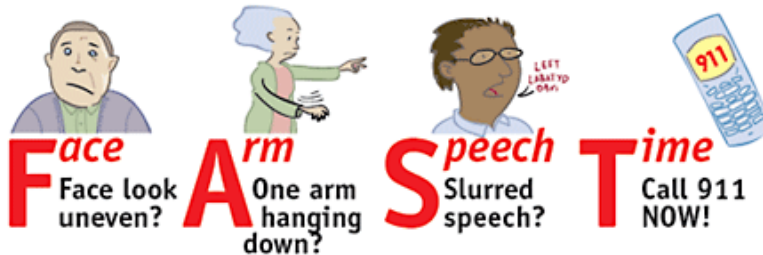
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- COPD (Chronic Obstructive Pulmonary Disease)
  - Emphysema – Lung destruction over time
  - Chronic Bronchitis – Cough with mucus production
  - Usually present in the tri-pod position and using pursed lip breathing.



# STROKE (CEREBRAL VASCULAR ACCIDENT)

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**Stroke –  
there's treatment if you act FAST.**



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- CVA can be very debilitating to the patient as well as the family.
  - Extended rehabilitation and/or need to reside in an assisted living situation.





# EMERGENCY SERVICES OF DOOR COUNTY



**The Future**

# **“EMS AT A CROSSROAD”**

- **Increase in call volume**
  - **Aging population**
  - **Lack of insurance**
  - **Lack of primary care physicians**

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  - **Increased training requirements**
  - **Response times**

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- Changing community demographics
- **To effectively meet the increasing needs of the community, additional resources and infrastructure must be available.**



# EMERGENCY SERVICES OF DOOR COUNTY



**Questions**